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From: Pogarian, Al (DPH)
Sent: Friday, September 17, 2010 8:34 AM
To: Dole, William (DPH)
Cc: Hanchett, James (DPH); Pontes, Rebecca (DPH)
Subject: FW: Amherst Drug Program

Good morning Kip,

Does this sound like something you have seen before?

Thanks

Al

From: Hanchett, James (DPH)
Sent: Friday, September 17, 2010 8:25 AM
To: Pogarian, Al (DPH)
Subject: RE: Amherst Drug Program

Hi Al,

Program stayed open this time but said: "You do not have access to the Drug lab application. Please contact your administrator." And would not let Rebecca Pontes use it.

Jim

From: Pogarian, Al (DPH)
Sent: Friday, September 17, 2010 8:04 AM
To: Hanchett, James (DPH); Pontes, Rebecca (DPH)
Subject: FW: Amherst Drug Program

f.y.i.

From: Dole, William (DPH)
Sent: Thursday, September 16, 2010 3:12 PM
To: Pogarian, Al (DPH)
Subject: RE: Amherst Drug Program

Al,

On second thought just have Jim run this program from his computer.

R:\druglab\vf9framework.exe

Thanks.

Kip

From: Pogarian, Al (DPH)
Sent: Thursday, September 16, 2010 12:55 PM
To: Dole, William (DPH)
Subject: Amherst Drug Program

Good afternoon Kip,

We are trying to get some help to a Jim Hanchett at the Amherst office. He is unable to successfully launch the Drug program from a workstation in their office. They user is a local administrator, they user can see the program on the R:\ drive, when we try to launch, the program flashed on the screen and then closes\disappears immediately.

Is this the type of thing you could help with, or do you know who might be a better contact?

Thanks

Al